Claims

What is claimed is:

[c1] A method of rating a bug, comprising:
reporting the bug to a business entity by an interested party;
entering information regarding the bug into a database;
assigning a priority number for the bug;
calculating a sigma number for the bug using the priority number;
evaluating the bug to be fixed using the sigma number; and
escalating the bug.

[c2] The method of claim 1, further comprising:
fixing the bug;
relaying information concerning a fixed bug to the interested party; and
obtaining feedback regarding the fixed bug from the interested party.

[c3] The method of claim 1, further comprising:
assigning the priority number automatically.

[c4] The method of claim 1, further comprising:
calculating the sigma number automatically.

[c5] The method of claim 1, further comprising:
performing queries on the database to gather information on the bug.

[c6] The method of claim 1, further comprising:
reporting progress and results of the bug evaluation.

[c7] The method of claim 6, wherein the reporting is displayed using a graphical user interface.

[c8] The method of claim 1, further comprising:
initiating alerts at certain threshold sigma numbers.

[c9] The method of claim 1, wherein the information regarding the bug is entered using a graphical user interface.

[c10] The method of claim 1, wherein evaluating the bug relies upon a cost-benefit analysis.

[c11] The method of claim 1, wherein the sigma number dynamically reflects the impact of the bug on the business entity over time.

[c12] The method of claim 1, wherein the information entered into the database comprises data associated with the bug, data associated with a reporting vendor, and data related to a software application with the bug.

[c13] The method of claim 1, wherein escalating the bug comprises ranking the bug and setting an order of significance.

[c14] A method of rating a bug, comprising:
reporting the bug to a business entity by an interested party;
entering information regarding the bug into a database;
assigning a priority number for the bug;
calculating a sigma number for the bug using the priority number;
evaluating the bug to be fixed using the sigma number;
escalating the bug;
fixing the bug;
relaying information concerning a fixed bug to the interested party;
obtaining feedback regarding the fixed bug from the interested party;
assigning the priority number automatically;
calculating the sigma number automatically;

performing queries on the database to gather information on the bug;
reporting progress and results of the bug evaluation; and
initiating alerts at certain threshold sigma numbers.

[c15] A bug council rating apparatus, comprising:
a database to store the information entered using a graphical user interface;
a priority number module configured to generate a priority number; and
a sigma number module configured to generate a sigma number.

[c16] The apparatus of claim 15, further comprising:
a monitoring module to monitor the value of the sigma number for a bug and initiating alerts at certain threshold sigma numbers; and
a reporting module to produce reports and track the progress of the bug.

[c17] The apparatus of claim 15, wherein evaluating the bug relies upon a cost-benefit analysis.

[c18] The apparatus of claim 15, wherein the priority number is based on information stored in the database

[c19] The apparatus of claim 15, wherein the sigma number is based on the priority number over a period of time.

[c20] The apparatus of claim 15, wherein the information entered into the database comprises data associated with the bug, data associated with a reporting vendor, and data related to a software application with the bug.

[c21] A bug council rating apparatus, comprising:
a database to store the information entered using a graphical user interface;
a priority number module generating a priority number based on information stored in the database;

a sigma number module generating a sigma number based on the priority number over a period of time;

a monitoring module to monitor the value of the sigma number for a bug and initiating alerts at certain threshold sigma numbers; and

a reporting module to produce reports and track the progress of the bug.

[c22] A computer system to rate a bug, comprising:

a processor;

a memory;

a computer display; and

software instructions stored in the memory for enabling the computer system under control of the processor, to perform:

reporting the bug to a business entity by an interested party;

entering information regarding the bug into a database using a graphical user interface displayed on the computer display;

assigning a priority number for the bug;

calculating a sigma number for the bug;

evaluating the bug to be fixed using the sigma number; and

escalating the bug.

[c23] The system of claim 22, wherein evaluating the bug relies upon a cost-benefit analysis.

[c24] The system of claim 22, wherein the sigma number dynamically reflects the impact of the bug on the business entity over time.

[c25] The system of claim 22, wherein the information entered into the database comprises data associated with the bug, data associated with a reporting vendor, and data related to a software application with the bug.

[c26] The system of claim 22, wherein escalating the bug comprises ranking the bug and setting an order of significance.

[c27] A method for computing a priority number of a bug, comprising:

determining the bug severity;

determining the bug escalation value;

evaluating ease of reproducing a failure caused by the bug;

determining an amount of revenue contributed by a reporting vendor to a business entity;

calculating a list of weights based on the strength of strategic technology;

evaluating bug impact on adopting of strategic technology;

determining if a contractual arrangement exists between the business entity and the reporting vendor; and

determining impact on downstream vendors.

[c28] The method of claim 27, further comprising:

ranking the bug using the priority number; and

displaying the bugs with the highest priority using a graphical user interface.

[c29] A method for computing a priority number of a bug, comprising:

determining the bug severity;

determining the bug escalation value;

evaluating ease of reproducing a failure caused by the bug;

determining an amount of revenue contributed by a reporting vendor to a business entity;

calculating a list of weights based on the strength of strategic technology;

evaluating bug impact on adopting of strategic technology;

determining if a contractual arrangement exists between the business entity and the reporting vendor;

determining impact of downstream vendors;

ranking the bug using the priority number; and

displaying the bugs with the highest priority using a graphical user interface.

[c30] An apparatus for rating a bug, comprising:

means for reporting the bug to a business entity by an interested party;

means for entering information regarding the bug into a database;

means for assigning a priority number for the bug;

means for calculating a sigma number for the bug using the priority number;

means for evaluating the bug to be fixed using the sigma number; and

means for escalating the bug.